Manual Commands for ePO Troubleshooting

To manually remove the ePO agent if it appears it is not communicating correctly with the ePO server

1. On the workstation in question, go to **Start-Run**
2. Enter **CMD**, press **Enter**
3. At command line, type "**CD **"
4. At C:\ prompt, type in "**CD Program Files\Network Associates\Common Framework**" and press **Enter**
5. Type in "**FrmInst /REMOVE=Agent**" and press **Enter**
6. EPO Agent screen will pop up showing progress of the uninstall process

Restart the machine, login and see if the GPO or login script (2000/XP or 9x respectively) will automatically reinstall, which it should.

Refer to Page 291 of the [ePO Product Guide](#) for more information.

Manual Agent Wakeup Call

On the workstation in question

1. On the workstation in question, go to **Start-Run**
2. Enter **CMD**, press **Enter**
3. At command line, type "**CD **"
4. At C:\ prompt, type in "**CD Program Files\Network Associates\Common Framework**" and press **Enter**
5. Type in " **CMDAGENT /P /E /C** " and press **Enter**

This will try to force the agent to communicate with the ePO server.

Make sure that the time and time zone are correct before doing the remove and restart. That way the GPO or login script should run correctly.

Refer to Page 304 of the [ePO Product Guide](#) located in the EPO Secure Documentation for more information.

Agent Communication Troubleshooting

This displays the McAfee Agent Activity log; the activity log will allow you to see the communication between the agent and the ePO server.

1. On the workstation in question, go to **Start-Run**
2. Enter **http://computername:11502**, press **enter** (for remote connection)
3. Enter **http://localhost:11502**, press **enter** (when at the local machine)

Scroll to the bottom for the current information use the F5 key to refresh or the Refresh button at the top of the screen.

Refer to Page 300 of the [ePO Product Guide](#) located in the EPO Secure Documentation for more information.